Unit-1

Housekeeping supervision
Objective

Important of Inspection.

Method of delegation
Main points

• Guest room inspection.
• Delegation of work.
• Tangible & Intangible
• **GUEST ROOM INSPECTION**
  • It is done by supervisors.
  • Helps in catching those areas which have been overlooked.
  • Inspection is done in check out rooms that have been cleaned.
  • Inspection is also done in vacant clear rooms, occupied rooms.
  • Informs about the condition of room i.e. furniture, ceiling, upholstery, walls etc.
  • **WHITE RAGGING** is the most common method used during inspection.
INSPECTION CHECKLIST

• Inspection checklist is a document kept in the possession of supervisor.
• The more detailed the checklists, the more thorough is the inspection & hence the standards of cleaning.

• DIRTY DOZEN is also a type of checklist.
• QUICK SIX INSPECTIONS: This includes inspection of CREDENZA, NIGHTSTAND, BED LINEN, VANITY WALL, SHOWER WALL, TOILET.
CREDENZA & NIGHT STAND

• **CREDENZA**: Check the carpet behind the credenza for dust, trash.

• **NIGHT STAND**: Check the area between bedside table & bed for dust, cigarette butts etc. This area is hidden by the bedspread & visible when bedspread is removed.

Gautam Singh, Hospitality Trainer, 07830294949
BED LINEN & VANITY WALL

- **BED LINEN**: Check for wrinkles, stains, holes or torn sheets, properly tucked or not, for hairs etc.

- **VANITY WALL**: Check cleanliness of wall near waste basket. The wall may have dirt or splashed with soap, water which comes in a direct view of guest.
• SHOWER WALL: Hard to reach & the hand glides when rubbed across due to accumulation of white soap residue.

• TOILET: Check the scrubbing of w/c. Make a q tip of tissue paper and rub under the rim of w/c to check the cleanliness.
DELEGATION

• By delegation we mean authorizing subordinates to make certain decisions.
• It means passing authority to someone who will act on behalf of the manager.
• Only the authority can be delegated and not the responsibility.
• The person being delegated is accountable but ultimately the responsibility lies with the manager delegating.
• Hence the manager will be fully responsible for the acts & decision taken by his subordinates to whom he has delegated.
METHODS OF DELEGATION

• BY RESULTS EXPECTED: The manager simply finds out & calculates the results when a job has been done completely.

• BY SETTING PERFORMANCE STANDARDS: The manager can give different performance ratings when a job has been done. For e.g. INSPECTION CHECKLIST. The manager can declare the performance to be SATISFACTORY when all conditions of the checklist are met.

• BY ESTABLISHING S.O.P.’s: The S.O.P. indicate the manner & procedure in which the tasks have to be done. It also indicates who will do, how & what has to be done to complete a task. Hence there is a delegation of appropriate tasks to people.
REASONS FOR NOT DELEGATING

• A manager is not able to understand his role.
  • 1) Newly appointed managers or promoted.
  • 2) Little expertise or no expertise in new role
  • 3) No training given before giving new position

• Some managers love to perform the job physically.
  • 1) Manager performs work physically
  • 2) He will not be able to take management decisions.
REASONS FOR NOT DELEGATING

• In-competent managers fear that they will be outperformed by others.
• 1) Manager’s ability is in getting things done rather than doing work by himself.
• 2) Fear factor in mind that he will be outperformed by others & their incompetence magnified.

• Some managers feel delegation depends on the situation.
REASONS FOR NOT DELEGATING

- LACK OF CONFIDENCE IN THE EMPLOYEES HENCE A FEELING THAT IF HE DOES NOT DO THE WORK HIMSELF, THE WORK WILL NOT BE DONE PROPERLY.
TANGIBLES VS. INTANGIBLES

• **TANGIBLE** is something you can see, touch or feel—others get a full view of these items.

• **INTANGIBLE** is not anything you can see, touch or feel. It is a concept, an idea, but nothing that you can physically see.
Review

• Guest room inspection.

• Delegation of work

• Tangibles vs. Intangibles
Exercise

Write short note on:

1. Inspection 2. checklist 3. white ragging 4. quick six inspection 5. dirty dozen.

2. What are methods of delegation of work?
Thank you